



EBT NEWS

County of Los Angeles
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EBT PILOT ON TRACK

The EBT Pilot experience has been both exciting and challenging and, at the close of two months since pilot roll-out, a unanimous sigh of relief! The transition to EBT was very smooth- a testament to the hard work and efforts of not only Pilot district staff, but the many individuals involved in its success throughout DPSS along with State staff and Citi Corp staff. Indeed, staff were well prepared and ready to meet the challenges of District operations.

Additionally, the effects of the implementation of EBT in the pilot communities have been very positive. BWS staff have had many opportunities to interact with the public and merchants alike, and the feedback on EBT is that it is an easier and more effective method for benefit delivery. Participants, while apprehensive at first, have expressed satisfaction with the system.

Congratulations BWS Pilot staff! Your efforts are in the true spirit of teamwork! Now planning begins for full Rollout in February and March 2004.

PREPARATION PAYS OFF

Go Live for Pilot County Operations took place on August 1, 2003. All continuing participants receiving cash and/or food stamps had their benefits available on the EBT card. In anticipation for higher traffic in the District Offices, both Metro-East and South Central participated with various stations to guide participants in the right direction and assure that their needs were met in a shorter response time.

The first station the participant encountered was the Greeter. The greeter was familiar with each of the stations and would be able to direct the participant accordingly. The Participant Triage was very successful. This station would handle EBT problems. A team of County personnel staffed this station, troubleshooting and resolving the more commonly occurring problems, such as participants reporting lost cards and/or PINS, non-receipt of a card, PIN changes and resets and other EBT card issues, such as damaged cards or POS and ATM device non-operability.

The Customer service desk assisted staff at the triage desk with validating current cases and benefit status of the participants and PIN changes and resets. Customer Service was equipped with a Point of Sale (POS) device to check for balance inquiries and for damaged cards. Over the counter cards were issued to homeless participants at the Cashier Window. Newly created cards, and operation of the Card Activation and PIN Selection (CAPS) machine also took place there.

Each pilot district accommodated their stations to fit the physical space of their office but followed the format and it proved to be a success. Staff was pleased with the outcomes of the design.

EBT IS HERE



STATE LAUDS DPSS IMPLEMENTATION

State EBT officials characterized L.A. County's implementation as "one of the best in the State" and "remarkably problem-free."

In the first 10 days of August, participants accessed nearly \$6.5 million in cash and \$1.6 million in food benefits.

To assist participants with EBT's implementation, State and DPSS staff were deployed to over 1,000 EBT locations within a five-mile radius of the pilot offices. In total, staff assisted over 1,700 participants by providing immediate troubleshooting assistance to them.

In addition, any issues/concerns were immediately reported to a Central Command Center for problem resolution.

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